

ABSTRACT

The invention provides a customer service response system (CSRS), that a customer service agent can selectively employ to simultaneously interact with one or more customers. When a caller places a telephone call to the customer service call center, the CSRS answers the call and plays a message to the calling party. The message may be a greeting message and may prompt the calling party for information such as a claim number. The CSRS then displays this information on a graphical user interface at the call center. The customer service agent in front of the GUI can answer the call, or can respond to the caller with a question by clicking a button on the GUI.

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